

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE		PAGE 1 OF 11 PAGES	
2. AMENDMENT/MODIFICATION NO. 0001		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO. W-4-W1-20-OA-G21 000		5. PROJECT NO. (If applicable)	
6. ISSUED BY  Internal Revenue Service 6009 Oxon Hill Road, Suite 500  Oxon Hill, MD 20745		CODE IRS0088		7. ADMINISTERED BY (If other than Item 6)  See Item 6		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No. Street, county, State and ZIP: Code)  TO ALL OFFERORS  Vendor ID: 00055905				(x)		9A. AMENDMENT OF SOLICITATION NO. TIRNO-04-R-00015	
				X		9B. DATED (SEE ITEM 11) 08/10/2004	
						10A. MODIFICATION OF CONTRACT/ORDER NO.	
						10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE					

**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS**

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 7 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATA SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and data specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

**13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS,  
IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.**

(x)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER Specify type of modification and authority)

**E. IMPORTANT:** Contractor ☐ is not, ☐ is required to sign this document and return        copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See SF30 Continuation Sheet

The purpose of this amendment is to change subject Request for Proposals (RFP) as follows:

1. The due date for submission of proposals is hereby extended to 10:00 a.m. EST, Tuesday, August 24, 2004.

2. Page 20, Section 2.4, Tax Counseling for the Elderly (TCE), paragraph 2 of the statement of work is hereby changed to read:

(CONTINUED)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
15B. CONTRACTOR/OFFEROR		16B. UNITED STATES OF AMERICA	
15C. DATE SIGNED		16C. DATE SIGNED	
(Signature of person authorized to sign)		BY (Signature of Contracting Officer)	

SF30 Comments(Block 14) Continuation Sheet

“Together the above programs prepared over 1.7 million federal returns during the 2003 filing season; at over 7,300 locations nationwide and abroad; by over 35,000 volunteers and paid IRS employees. The potential exists during the next 5 years to provide electronic filing to over 10,000 free tax preparation locations worldwide.”

3. Replies to questions received from vendors are hereby set forth as follows:

QUESTIONS AND ANSWERS

**Question 1: Will IRS grant an extension of time to submit additional questions?**

*RESPONSE: The procedures and cut offs for questions are outlined on page 12, Section I, QUESTIONS/PROPOSAL DUE DATES, of the solicitation.*

**Question 2: Will IRS grant an extension of time to submit proposals?**

*RESPONSE: The proposal due date has been extended to 10:00 A.M. EST, Tuesday, August 24, 2004*

**Question 3: What is the difference between item 0001 and 0001AA?**

*RESPONSE: As indicated in the line item description, 0001 denotes a site or enterprise license and 0001AA denotes an individual user license. Please note page 15, Section 2, Price Proposal. The IRS has allowed offerors to propose alternate price proposals, thereby allowing them the flexibility to propose an alternate pricing structure.*

**Question 4: When will the award decision be announced?**

*RESPONSE: The announcement will be made by 5:00 p.m., EST on the day of contract award.*

**Question 5: Who holds the contract currently and for how long?**

*RESPONSE: This requirement is currently being met under a purchase order with Universal Tax Systems, Inc. Any additional information regarding that procurement may be obtained through the Freedom of Information Act (FOIA). Please refer to <http://www.irs.gov/> under the*

*FOIA tab for detailed procedures for obtaining records through that process. The FOIA office will determine what, if any, additional information may be released.*

**Question 6: What are the contract terms (i.e. price, length of contract, etc)?**

*RESPONSE: See question 5 above.*

**Question 7: What date will the contract be awarded?**

*RESPONSE: The contract will be awarded once evaluations are complete and a vendor has been selected. The award date will depend on how long this process takes.*

**Question 8: When will the payment be made by the IRS upon acceptance of Software Company?**

*RESPONSE: Payment will be made in accordance with FAR 52.212-4, Contract Terms And Conditions--Commercial Items (Feb 2002) on page 45 of the solicitation.*

**Question 9: Where do we locate the modifications made to this solicitation?**

*RESPONSE: Any amendments to the solicitation will be posted at <http://www.irs.gov>. To access these documents, use the Business Opportunities tab, then IRS Procurement. All solicitations and amendments will be listed under the block entitled, "What's New at Procurement."*

**Question 10: If awarded the contract, when would the evaluation period be?**

*RESPONSE: Evaluation will take place after the proposal have been received to determine who will be awarded the contract.*

**Question 11: Is it possible to access a copy of the current contract, and if so, where would I go to find this?**

*RESPONSE: See question 5 above.*

**Question 12: In block #10 of the solicitation, it states "unrestricted" but references NAICS code 511210 and states 18.0. Does that mean if a company falls under NAICS code 511210 (software publisher) and does more then 18 million in sales they can not bid on this contract?**

*RESPONSE: This is the small business size standard. Any company may submit a proposal in response to this solicitation, but in order to be considered a small business, the company must meet the size standard.*

**Question 13: Can you direct us to where we can find the documentation referred to in the solicitation such as FIPS 140-1, FIPS-2, and 197. Also FAR Clauses 52.216-18 FAR Clauses 52.218-17-8. Standards in IRS IRM 1.4 and 1.16. Internal Revenue Manual 25.1.10.6.1 and**

**the IRSAP.**

*RESPONSE: All FIPS references can be found at <http://www.itl.nist.gov/fipspubs/>. The FAR clauses listed in the solicitation but may also be accessed at <http://www.arnet.gov/far/>. IRM references may be found at <http://www.irs.ustreas.gov/irm/>. The IRSAP is currently under revision and has not been published on the IRM site yet, where it usually resides. However, this does not affect this solicitation because any clauses used from the IRSAP are in the document in full text.*

**Question 14: Must every form and schedule supported for IRS e-file be supported by the software? If not, can the IRS provide a list of minimum required forms?**

*RESPONSE: Yes, every form must be supported by the software. Refer to the statement of work, page 20, Section 3.3 for more information.*

**Question 15: What does Software Acquisition encompass?**

*RESPONSE: The total scope of the software acquisition can be found under Section 1.0, paragraph 3 of the statement of work.*

**Question 16: What are distribution expectations? What is the number of sites with Internet connection and the number of sites with no Internet connection?**

*RESPONSE: The IRS would prefer to see more internet distribution but many of our sites do not have internet access so the distribution method must accommodate both avenues. The IRS does not have the ability to provide statistics as to the number of sites that have internet connectivity.*

**Question 17: Does variation of existing software, leveraging existing code and back-end systems, qualify? I.E. can we provide a new version of an existing product to better suit the requirements of this project?**

*RESPONSE: Yes, variation of existing software, leveraging existing code and back-end systems, do qualify and a new version can be provided but all software will be evaluated against the requirements criteria.*

**Question 18: Is Direct Filing an absolute requirement? What is the need behind the requirement for Direct Filing? What is the expected volume for Direct Filing?**

*RESPONSE: Yes, direct filing is an absolute requirement because there is a reduction in security requirements when a third party transmitter is not used for returns prepared by IRS employees. The IRS anticipates less than 5% of our sites will use direct filing. Currently, there are 7,294 sites performing direct filing.*

**Question 19: Which specific ETDs must be supported?**

*RESPONSE: Forms 4868, 9465 and 2688.*

**Question 20: What are specifications for this?**

*RESPONSE: The ability to increase the font size on screen displays to a minimum of 20 points.*

**Question 21: Can the IRS provide a listing of the printers in use at the sites?**

*RESPONSE: The IRS cannot provide a listing but the printers must be HP compatible. Refer to the statement of work, page 22, Section 3.6.*

**Question 22: Our published specifications indicate a requirement of a 266MHz processor. Running the software on a slower processor may result in unacceptably slow performance. How many sites are running processors slower than 266MHz?**

*RESPONSE: Many of the sites use donated equipment and do not report to the IRS the type of machines being used. The IRS provides a statement to the volunteer sites providing them with the system requirements for the software we provide. They are also instructed if they choose to run the software in an environment other than what was agreed to between the IRS and the contractor, the contractor is not obligated to provide customer support in resolution of any problems they encounter. In the proposal, each offeror should state their minimum hardware requirements for optimal operation of their software.*

**Question 23: Which forms, if any, need to be present on the initial version?**

*RESPONSE: All form requirements are stated in the statement of work on page 20 Section 3.3.*

**Question 24: What is acceptable turnaround time if Real-Time inventory reporting is not possible?**

*RESPONSE: Acceptable turnaround time is 24 hours.*

**Question 25: How many sites are on dial-up? What is expected dial-up volume?**

*RESPONSE: The IRS does not capture a statistic as to the number of sites using Internet versus dial-up modem transmission. However, we estimate 50% of our sites use dial-up transmission. During 2003 1.7 million returns were transmitted to our third party transmitter. (All sites used indirect transmission in 2003.)*

**Question 26: Is support not required in November?**

*RESPONSE: Since returns cannot be electronically transmitted in November and software is not distributed until December, there is no need for support in November.*

**Question 27: Would it be acceptable to log calls by site or site contact?**

*RESPONSE: No, neither option would be acceptable.*

**Question 28: What are the requirements for this web site?**

*RESPONSE: The requirements for the website are stated in the statement of work, page 28, Section 5.2.*

**Question 29: What are the requirements for hardware, network, and printing support?**

*RESPONSE: The IRS requires product phone support to mitigate software/hardware interface issues.*

**Question 30: What would these conference calls entail (duration, frequency, agenda)?**

*RESPONSE: Conference calls are infrequent (historically 3 or less annually) and are usually one-to-one about a specific problem or concern.*

**Question 31: Reference Page 30, Section 7.1 - Total number of returns electronically filed claiming the earned income tax credit including the average credit amount and the total credits claimed - Could this begin in the 2nd year of the contract?**

*RESPONSE: No.*

**Question 32: Reference Page 30, Section 7.1 - Total number or returns electronically filed claiming the child tax credit including the average credit amount and the total credits claimed - Could this begin in the 2nd year of the contract?**

*RESPONSE: No.*

**Question 33: Reference Page 30, Section 7.1 - Total number of returns electronically filed claiming the credit for the elderly including the average credit amount and the total credits claimed - Could this begin in the 2nd year of the contract?**

*RESPONSE: No.*

**Question 34: Specific to the 1040NR form, is there a requirement for this to be a fully calculating form or is it acceptable as a fill-and-print form?**

*RESPONSE: It is acceptable as a fill-and-print form.*

**Question 35: Please expand on the requirements for Spanish functionality. Specifically, does this requirement encompass program screens, form output, program help files and documentation?**

*RESPONSE: The contractor is required to adhere to the requirements provided in IRS publication 1345.*

**Question: 36: Can you specify what printed output must be provided with the large font option? Does this apply only to the on-screen display or does it apply to the tax return,**

**attached schedules or client letter?**

*RESPONSE: This applies to on screen display.*

**Question 37: Please clarify the scope of Help required. Is the requirement limited to system-related help, tax content help, or both? Can the Help Screens be topical in nature or are they required to be field specific?**

*RESPONSE: The requirement for the help screens is not specific. It may take any of those forms.*

**Question 38: The RFP does not specifically list the estimated maximum number of locations but refers to a total of 10,000 potential sites over the entire contract. Is there a per-year cap or is it conceivable that in one year the fulfillment requirement could increase to 10,000 locations?**

*RESPONSE: Currently the IRS has approximately 7,300 of its approximate 13,000 return preparation sites performing e-file, as more and more sites migrate to electronic filing we anticipate a need to increase the quantity of software purchased.*

**Question 39: Do all sites currently meet the stated minimum system requirements?**

*RESPONSE: The IRS provides its sites with the minimum system requirements for operation of the software provided.*

**Question 40: This section details specific deliverable dates and establishes the tenth day of December as the latest software distribution date. Is this to be read as December 10<sup>th</sup> or the tenth business day in December?**

*RESPONSE: It is December 10th.*

**Question 41: Mention is made of "...access by authorized users..." Will the contractor receive a listing of authorized users?**

*RESPONSE: Yes, the contractor will receive a list.*

**Question 42: Same paragraph addresses "approvals" from the IRS. Is there an expectation that the ordering process should have an interface for the IRS POC to approve the order or will that be external to the ordering process?**

*RESPONSE: The ordering process should have an interface for the IRS POC.*

**Question 43: What is the current process whereby the IRS approves orders? Is it an electronic process, Website enabled, a download of some sort, a telephone call or other method?**

*RESPONSE: Using an internal software database ordering system, the local IRS representative for the site enters the order and confirms accuracy; the IRS POC approves the orders and downloads into an Excel spreadsheet and sends the order via electronic mail to the contractor.*

**Question 44: Please clarify the successful resolution standard. Does the phrasing mean that 95% of all calls will be resolved during the initial call? Will there be a Service Level Agreement (SLA) attached to this requirement?**

*RESPONSE: Yes, 95% of all calls will be resolved during the initial call. The statistics provided under 5.1.3 will determine if a future SLA is necessary.*

**Question 45: Please clarify the waiting period. Does the phrasing mean that callers will not be on hold for a period exceeding 5 minutes? Will there be a Service Level Agreement (SLA) attached to this requirement?**

*RESPONSE: Yes, callers should not be on hold for a period greater than 5 minutes. The statistics provided under 5.1.3 will determine if a future SLA is necessary.*

**Question 46: Can the IRS provide a daily call distribution timeline for the past two filing seasons?**

*RESPONSE: No, this information is not available.*

**Question 47: Can the IRS provide an analysis of call center volume for the past two filing seasons (e.g. contacts by day-of-week, total number of calls, average length of time to answer in minutes, average length of call in minutes, number of abandoned calls)?**

*RESPONSE: No, this type of analysis is not available however, the IRS can state that from December 22, 2003 – January 24, 2004 we received a call log that showed a volume of 3,488 calls received; from January 25, 2004 – February 29, 2004, the call log showed a volume of 14,922 calls received.*

**Question 48: Who is responsible for selecting the training cities – the IRS or the contractor?**

*RESPONSE: The IRS is responsible.*

**Question 49: Who is responsible for providing the training facility – the IRS or the contractor?**

*RESPONSE: The IRS is responsible.*

**Question 50: Who is responsible for providing accommodations for trainees – the IRS or the contractor?**

*RESPONSE: The IRS is responsible.*



**Question 51: Are there any requirements for on-site training outside of the United States?**

*RESPONSE: No, there are no requirements of on-site training outside of the United States.*

**Question 52: Is there intent for multiple training options beyond the classroom-based specifically identified? Does the IRS expect a self-paced, self-directed course for preparers in remote locations?**

*RESPONSE: See Section 6.6, Optional Training Requirements, in the statement of work.*

**Question 53: Can the IRS provide a report showing volume of returns filed, by form filed, for the past two years?**

*RESPONSE: No, however through April 2004, 1,104,891 of the 1,344,698 transmitted returns by our VITA and TCE sites were form 1040.*

**Question 54: Can the IRS provide a report showing the volume of returns filed weekly over the past two years?**

*RESPONSE: No, however, through the end of June 2004 the volunteer programs have transmitted over 1.6 million returns.*

**Question 55: Please confirm that under the terms of the awarded contract, the first live transmissions between the contractor and IRS licensees would begin in January 2006?**

*RESPONSE: Yes, this is correct.*

**Question 56: In the VITA RFP it states that 4.7 million returns were filed thru 7300 locations by 35000 IRS employees. This would mean that on average each preparer handled over 1200 returns each. Is this correct? If so, how many of these 4.7 million returns were efiled?**

*RESPONSE: This figure is incorrect, the correct number is 1.7 million e-file returns. Also, you have mis-quoted the statement above in regards to the number of IRS preparers in Statement of Work, it shows 35,000 volunteers and paid IRS employees.*

**Question 57: State acknowledgements were not addressed in the RFP. How does the IRS expect to retrieve these state efiled returns? Will each EFIN that files direct be picking up their own state acknowledgements?**

*RESPONSE: All state acknowledgements are expected to be retrieved by the transmitter. Yes, each EFIN that files direct will pick up their own state acknowledgement.*

**Question 58: How many of the 7300 sites used the DIRECT Transmission method to**

**transmit returns to IRS in 2003?**

*RESPONSE: None of the sites used the DIRECT method in 2003.*

**Question 59: Is the Direct Transmission method the preferred method of Transmission? Once the SSL Transmission opens up will a lot of offices prefer this method?**

*RESPONSE: The direct transmission method is not the preferred method. The IRS anticipates direct transmission will only be used by the IRS Taxpayer Assistance Sites (TAC); approximately 500 sites. The reports required from the contractor are very specific and if the sites use direct transmission the contractor will not be able to provide these reports. Currently, the IRS has a policy that requires the volunteer sites use indirect transmission in order to capture statistics.*

**Question 60: There is some confusion on what the ‘Base Year’ entails. Will actual software be shipped out January 15<sup>th</sup> 2005 with phone support not starting until December 1<sup>st</sup> 2005?**

*RESPONSE: Software will be shipped December of 2005 with phone support starting December of 2005.*

**Question 61: What does the ‘Base Year’, January 15<sup>th</sup> 2005 to January 14<sup>th</sup> 2006 include (support, software shipment, transmission, etc)?**

*RESPONSE: January – November 2005 will focus on the training development and pilot classes, using prior year software. December 2005 – October 2006 will encompass software ordering, continued training, distributions, transmission, reports, phone support, etc.*

**Question 62: What are the current forms and/or schedules provided by the current supplier?**

*RESPONSE: Refer to Section 3.3, page 20 of the statement of work.*

**Question 63: How many offices were supplied with software for each of the last five years?**

*RESPONSE: In 2001 -5862; in 2002 – 6,500, in 2003 – 7,373, in 2004 – 7,294, 2005 has not been ordered.*

**Question 64: If you do not have a requirement met on page 21, section 3.3, A-J, but will have the requirement met by July 2005 is that acceptable?**

*RESPONSE: No.*

**Question 65: In preparation of a bid under this solicitation, should we include the price of mailboxes to retrieve state acknowledgements from GAC Tax Pro and Stack?**

*RESPONSE: Yes, that information should be included.*

**Question 66: Will this purchase be completed in time to be used for Tax Year 2004 returns or will the contract start for Tax Year 2005**

*RESPONSE: Tax Year 2005.*